

MEMORANDUM FOR: Tremco Performance Warranty

SUBJECT: Defense Commissary Patent Declaration

1. Harshad Patel: I currently work for the Defense Commissary Agency. I have been with the Commissary Agency for 14 years and work for DoD the last Thirty years as a General Engineer.
2. I have worked in the business of roof repair and replacement and facilities management for 35 years. I am familiar with traditional warranty protections that businesses in the industry offer. I am a facility manager responsible for the oversight of 280 military installation commissaries worldwide. These facilities have approximately 16 millions square feet of roofing.
3. The Tremco Performance Warranty ("TPW") first introduced to the DeCA in FY2004 extended the roof life and generated dramatic savings. TPW offered something more than just a material and workmanship warranty provided by a particular roofing company. As it turned out, TPW shifted the responsibility for maintaining roofs assets from our facilities directorate to Tremco Inc., allowing us to free up resources which could be best utilized in doing our core mission worldwide and generate cost savings. I am not aware of anything comparably available or suited to offer the shifting of risk that would guarantee the performance of the roof regardless of who installed the roof.
4. When factoring the traditional approach to roofing, leaks are only taken care of on a worse case scenario. The biggest dilemma to this approach is the inability to proactively predict future budgets and better capital asset management. The new TPW approach with the shift of responsibility allowed me to craft more concrete fiscal strategies for the management of 110 commissaries. Proactive budget processes also made it possible to stop knee-jerk reactions with managing limited dollars across many facilities over a longer period of time. Without the TPW, we would not have been able to predictively plan and budget for roof repairs.
5. TPW is a bold new approach, built on the shifting of risk and preventing customers from scrabbling to fix emergency repairs in a time of a tight budget crunch. TPW allows DeCA to have an accurate inventory of assets, a comprehensive record of what needs to be replaced in the future, and budget predictability. Give our limited time and resources; it makes sense to shift responsibility to a trusted source to bring roofs to a startup standard, perform maintenance and housekeeping, and perform emergency roof repairs, freeing both personnel and financial resources. Also, this unique shift of responsibility reinforced the TPW process to generate savings after each project. I am particularly gratified by the results of TPW, offering me a chance to anticipate roof projects and proactively look ahead towards future budget forecasts. On the simplest scale, TPW's distinction is that they not only reduced roof leaks but prevented time and productivity loss. TPW allowed me to leave the management of roofing capital asset to someone else and to focus instead on more pressing issues.
6. I am not aware of any company that will shift roof performance responsibility from away from my organization onto their company. Ideally, we can now set facility maintenance priorities and more proactively manage budgets with TPW.

*Harshad Patel*  
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P.E. 7 Aug. 07.